Alabama

Provider POS Device User Manual

Where to call for POS device troubleshooting:

1-866-316-5450

Alabama

ACS

A xerox Company

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I. General Information

The Alabama Department of Human Resources (DHR) and ACS State and Local Solutions will make available the equipment you will be using for the Time and Attendance (TAS) system. This is the system DHR is using to record the time and attendance of children receiving subsidized child care benefits. Throughout this manual, the equipment is referred to as a Point-of-Service device or by the abbreviation POS device. However, you may also hear it referred to as a 'device'.

Your parents and/or alternate cardholders must use this device to enter time and attendance information for children receiving DHR child care subsidy.

It is very important the parent or alternate cardholder check their child(ren) in and out of your facility every day. For policies regarding TAS Child Care, please refer to your local Child Care Management Agency (CMA).

The POS device will provide a daily receipt of the times children have checked in or out of the facility. This information is available on the provider web site, www.alacctas.com You are able to void an incorrect transaction, which allows the DHR parent to re-enter the transaction with the correct information.

The POS device, the standard 8 ft. power cord, a 6 ft. telephone or Ethernet cable, and splitters are made available to providers at no cost. Additional customization, such as longer cords or installing telephone jacks, is the provider's responsibility. Replacement and repair of the POS device is the responsibility of ACS or its agents unless the need for replacement or repair is due to theft, destruction of the device or negligent handling. In these instances, you are financially responsible for the cost of the repair or replacement of the equipment. You are provided with two rolls of heat sensitive (thermal) paper for the device when it is installed. After that time, you are responsible for purchasing replacement paper. ACS will reimburse the provider quarterly for paper used through the ACH settlement process. Supply reimbursement is sent by ACS on a quarterly basis through an ACH deposit to the provider's bank account indicated on the ACH Settlement Form. The amount of reimbursement is based on the number of TAS transactions and not on the amount of paper purchased.

II. Glossary

The following is a list of some of the terms and abbreviations you will use in this Operations Manual.

ACH – Automated Clearing House

ACS State and Local Solutions – ACS is the company under contract to the Department of Human Resources (DHR) to install and maintain the Time and Attendance (TAS) system.

Child Care Management Agency (CMA) – The agency responsible for child care eligibility determination and case management.

Daily Receipt – The receipt that is printed each time a check in or check out is done.

Department of Human Resources (DHR) – The State of Alabama Department of Human Resources.

Exceptions Report – A report showing any child who has been checked in but not checked out.

Frequently Asked Questions (FAQ) – A list of commonly asked questions about the Time and Attendance (TAS) system.

PIN – Personal Identification Number is the confidential 4 digit number the parent uses to record attendance through the POS device.

Point-of-Service (POS) – The equipment used at your facility to check children in and out or to obtain certain reports.

Time and Attendance System (TAS) – The name of the electronic system used to record child care time and attendance in Alabama.

Transaction – An action by either a parent or provider that is performed on and recorded by the POS device.

III. Help Desks

Provider Help Desk
1-866-316-5450

This number is to be used when you need to call for help with:

- Questions about the operation of your POS device
- Technical difficulties with your equipment

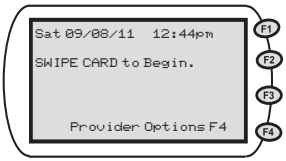
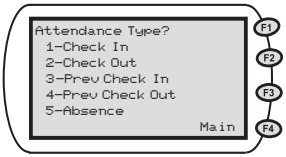
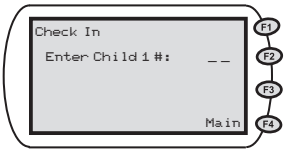
Parent Help
Parent customer services are available through the ACS Cardholder Call Center at 1-866-960-6629 for persons having problems swiping their cards through the POS device, activating their cards or changing their Personal Identification Number (PIN). Parents who have questions regarding their eligibility are referred to their local CMA.

Provider Web Portal – www.alacctas.com
The provider web portal gives the provider internet access and the ability to view their transaction history, attendance reports, and payment reports online. Additional helpful links about the TAS program are available on the web portal. Refer to Section XX of this manual for log in procedures and instructions.

Provider Help – Authorizations
If you have a question about the status of authorizations assigned to your facility, payments, or program policy questions, contact the local CMA.

IV. Daily Check In

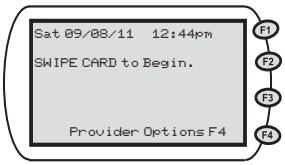
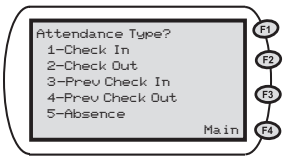
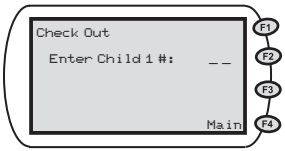
To record a child's time and attendance, the parent's assigned card must be swiped through the POS device. The following are the procedures for this process:

DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and presses the **green enter key.**
	Parent presses **1** for **Check In.**
	Parent keys in child number and presses the **green enter key**. Note: If entering more than one child, enter the next child number and press the **green enter key**. When finished press the **green enter key** again.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING", followed by an approved or denied message.

When a response is received and a receipt is printed, the referral status of the child is shown. The status is approved or denied.

V. Daily Check Out

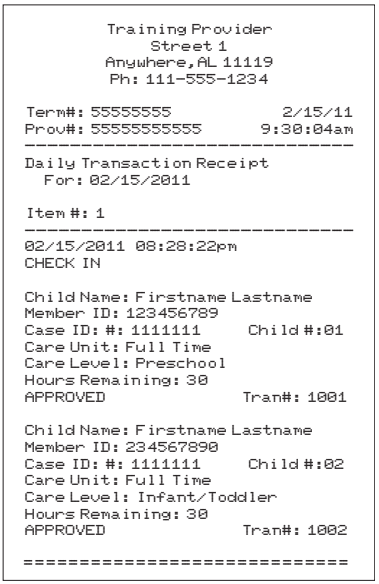
When a child leaves the facility for the day, the parent must swipe their assigned card through the POS device. The following are the procedures for this process:

DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and presses the **green enter key.**
	Parent presses **2** for **Check Out.**
	Parent keys in child number and presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key**. When finished press the **green enter key** again.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING", followed by an approved or denied message.

When a response is received and a receipt is printed, the referral status of the child is shown. The status is approved or denied.

VI. Daily Receipt

Each time a daily Check In or Check Out is completed, the information will be printed on the Daily Receipt. An example of this receipt is shown below:



```
          Training Provider
               Street 1
          Anywhere,AL 11119
           Ph: 111-555-1234

Term#: 55555555              2/15/11
Prov#: 55555555555       9:30:04am
--------------------------------
Daily Transaction Receipt
  For: 02/15/2011

Item #: 1
--------------------------------
02/15/2011 08:28:22pm
CHECK IN

Child Name: Firstname Lastname
Member ID: 123456789
Case ID: #: 1111111      Child #:01
Care Unit: Full Time
Care Level: Preschool
Hours Remaining: 30
APPROVED                 Tran#: 1001

Child Name: Firstname Lastname
Member ID: 234567890
Case ID: #: 1111111      Child #:02
Care Unit: Full Time
Care Level: Infant/Toddler
Hours Remaining: 30
APPROVED                 Tran#: 1002

================================
```

VII. Previous Check In and Previous Check Out

The Previous Check In and Previous Check Out transaction is used in situations where the parent or alternate cardholder is not available to swipe their card at the time the child arrives or leaves the child care facility. If a child's time and attendance was not recorded when the child arrived or left the child care facility, it may be entered up to ten days (the current day and the previous 9 days) after the date of attendance. Examples of when this transaction must be used are:

- The parent or authorized representative has forgotten to bring their card on the day the child was in care.

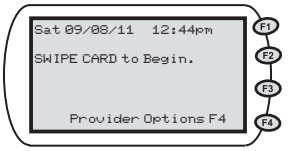
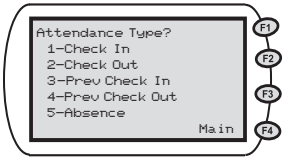
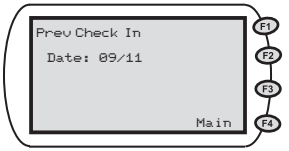
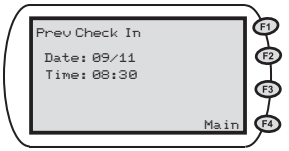
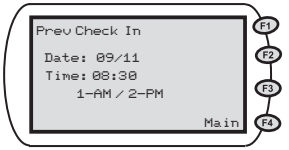
- The child is picked up by a bus and transported to the child care facility and a parent or authorized representative is not available to swipe the card through the device.

- The child comes to the child care facility after school and a parent or authorized representative is not available to swipe the card through the POS device.

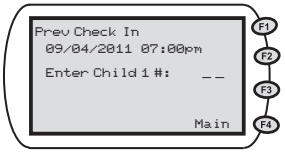
In each of the above examples, the parent or alternate cardholder must use the Previous Check In or Previous Check Out transaction the next time they are at the facility. Previous Check Ins and Check Outs must be completed within 10 days of the missed swipes. The 10 day allowance is the current day and the previous 9 days.

The steps for the Previous Check In and Previous Check Out transactions are:

Previous Check In

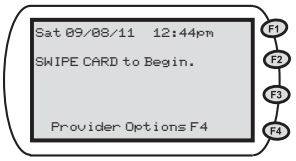
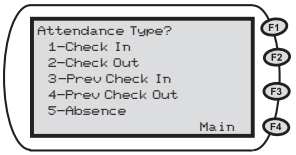
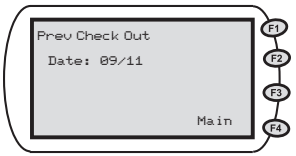
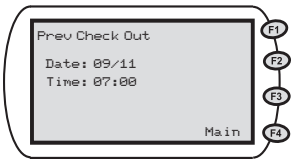
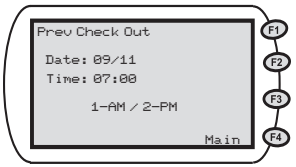
DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and presses the **green enter key.**
	Parent presses **3** for **Previous Check In.**
	Parent keys in the **date** for the Previous Check In (MM/DD, Example 09/09) and presses the **green enter key**.
	Parent keys in the **time** the child arrived (HH:MM, Example 08:30) and presses the **green enter key**.
	Parent selects **1** for AM or **2** for PM.

Previous Check In (cont'd)

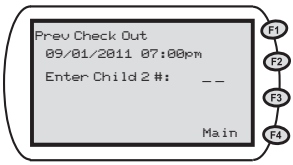
DEVICE SCREEN	ACTION
	Parent keys in child number and the Parent presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key.** When finished press **enter** again.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denied message.

When a response is received and a receipt is printed, the referral status of the child is shown. The status is approved or denied.

Previous Check Out

DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and the caretaker presses the **green enter key.**
	Parent presses **4** for **Previous Check Out.**
	Parent keys in the date of the Previous Check Out in MM/DD format (Example, 09/09) and the Parent presses the **green enter key.**
	Parent keys in the time the child departed (HH:MM, Example 05:30) and the Parent presses the **green enter key.**
	Parent selects **1** for **AM** or **2** for **PM.**

Previous Check Out (cont'd)

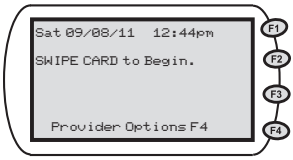
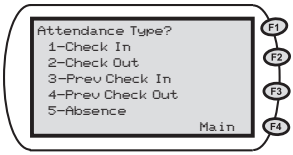
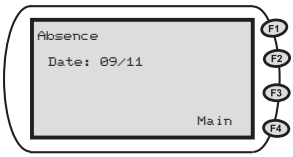
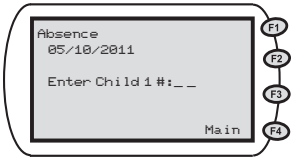
DEVICE SCREEN	ACTION
	Parent keys in child number and the Parent presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key.** When finished press **enter** again.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denied message.

When a response is received and a receipt is printed, the referral status of the child is shown. The status is approved or denied.

VIII. Absent Day Recording

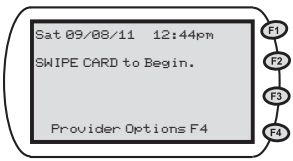
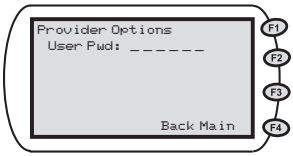
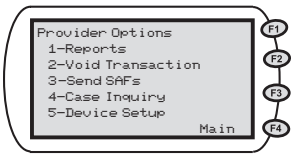
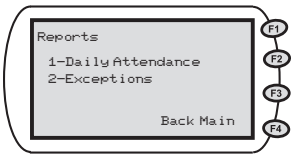
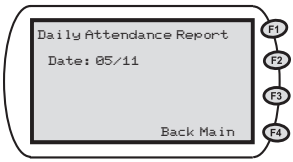
Parents or alternate cardholders are required to record any days that a child is absent for any reason. They can record this information through the POS device.

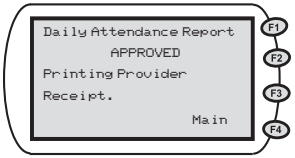
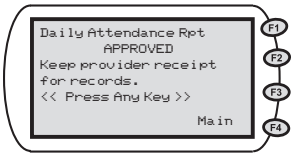
The recording of absent days must be done within 10 days of the absence. The steps for completing the absent day recording are listed below.

DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters **4-digit PIN** and the caretaker presses the **green enter key.**
	Parent presses **5** for Absence.
	Parent keys in the **date** MM/DD format (Example, 09/09) and presses the **green enter key**.
	Parent keys in **child number** and presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key.** When finished press the **green enter key** again.
	Wait for authorization. The system displays “CONNECTING” then “PROCESSING” followed by an approval or denial message.

IX. Daily Attendance Report

There is a Daily Attendance report that you can obtain from the POS device for tracking the attendance recorded for your facility. This report will show the attendance statistics for each day. It will allow you to choose a report for the current day or any of the previous 9 days. This report shows you the child information and the transaction type.

DEVICE SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password** (123456). Press **green enter key**
	Press **1** for Reports.
	Press **1** for Daily Attendance.
	Key in the **date** of the attendance in MM/DD format (Example, 09/09) and press the **green enter key**.

DEVICE SCREEN	ACTION
	Wait for authorization. The system displays “CONNECTING” then “PROCESSING” followed by an approval or denial message.
	Press **any key** to return to the Reports screen, then press the **purple Main button** to return to the Main screen.

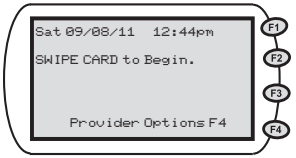
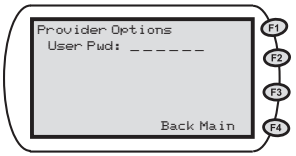
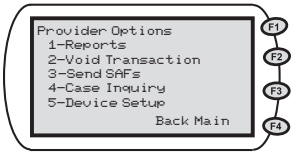
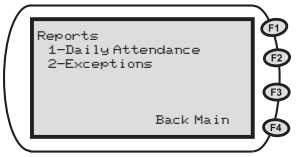
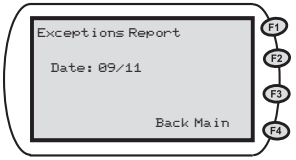
IX. Daily Attendance Report (cont'd)

The following is an example of the Daily Attendance Report.

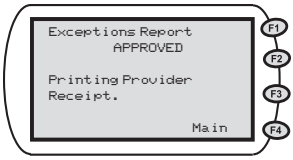
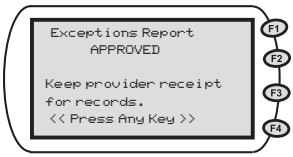
```
          Training Provider
              Street 1
          Anywhere,AL 11119
           Ph: 111-555-1234

Term#: 55555555              2/15/11
Prov#: 55555555555        9:30:04am
--------------------------------
Daily Transaction Receipt
  For: 02/15/2011

Item #: 1
--------------------------------
02/15/2011 08:28:22pm
CHECK IN

Child Name: Firstname Lastname
Member ID: 123456789
Case ID: #: 1111111      Child #:01
Care Unit: Full Time
Care Level: Preschool
Hours Remaining: 30
APPROVED                 Tran#: 1001

Firstname Lastname
Member ID: 234567890
Case ID: #: 1111111      Child #:02
Full Time             Infant/Toddler
Care Level: Infant/Toddler
Hours Remaining: 30
APPROVED                 Tran#: 1002


================================
Item #: 2
--------------------------------
02/15/2011 06:28:22pm
CHECK OUT

Child Name: Firstname Lastname
Member ID: 934567890
Case ID: 222222222       Child #:02
Care Unit: Full Time
Care Level: Infant/Toddler
Hours Remaining: 15
APPROVED                 Tran#: 1003


================================
Item #: 3
--------------------------------
02/15/2011 06:28:22pm
CHECK OUT

Child Name: Firstname Lastname
Member ID: 909090909
Case ID: #: 333333333  Child #:02
Care Unit: Preschool
Hours Remaining: 12
Denied                   Tran#: 1004
Reason: No Check In


================================
```

X. Exceptions Report

The Exception Report allows you to review daily to see if any children were checked in at your facility the previous day but were not checked out (unmatched transactions). Should your report list any children with unmatched transactions, the parent or their alternate cardholder will need to perform a Previous Check Out Transaction the next time they are in your facility. It is important to remember that the Previous Check Out must be completed by the parent/alternate cardholder within 10 days (current day and previous 9 days) of the day the child was not checked out. To review the Exceptions Report each day, use the following steps:

DEVICE SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password** (123456). Press **green enter key.**
	Press **1** for Reports.
	Press **2** for Exceptions.
	Key in the previous **date** (MM/DD, Example 09/09) and press the **green enter key**.

X. Exceptions Report (cont'd)

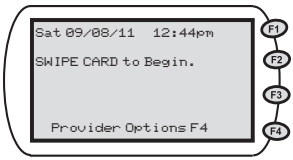
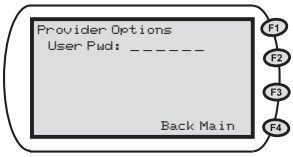
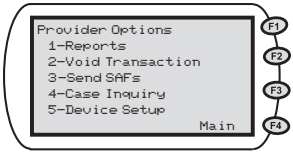
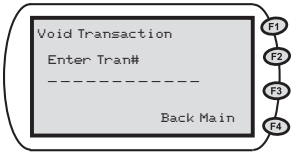
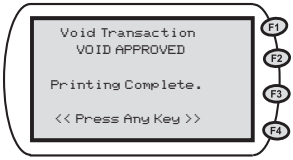
DEVICE SCREEN	ACTION
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.
	Press any **key** to return to the Reports screen, then press the **purple Main button** to return to the main screen

The following is an example of the Exceptions Report.

```
          Training Provider
              Street 1
          Anywhere,AL 11119
           Ph: 111-555-1234

Term#: 55555555              2/15/11
Prov#: 55555555555        9:30:04am
--------------------------------
Exceptions Report
For: 02/15/2011

Child Name: Firstname Lastname
Member ID: 123456789
Case ID: #: 1111111      Child #:01
CHECK-IN: 08:01am       Tran#: 1001

Child Name: Firstname Lastname
Member ID: 234567890
Case ID: #: 2222222      Child #:01
CHECK-IN: 09:30am       Tran#: 1016

Child Name: Firstname Lastname
Member ID: 345678901
Case ID: #: 333333       Child #:01
CHECK-IN: 09:30am       Tran#: 1102

--------------------------------
Total Exceptions: 3
```

XI. Void Transaction

The Void transaction may be used to cancel a transaction that was entered in error. It requires that you have the transaction number, which appears on your daily receipt and can be found using the provider web portal. After the transaction is cancelled, the parent should re-enter the correct information. If the error is discovered at the original time of entry, the correct information may be entered using the appropriate DAILY CHECK IN or DAILY CHECK OUT transactions. If the error is discovered later than the original time of entry but within 10 days (current day and previous 9 days) of the original date the information was entered in error, the correct information may be entered using the appropriate PREVIOUS CHECK IN or PREVIOUS CHECK OUT transactions. If the error discovered is outside the 10 day period, please contact the CMA for assistance.

DEVICE SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password** (123456). Press **green enter key**
	Press **2** for Void Transaction.
	Key in up to **12 digit transaction number**. Press **green enter key**.
	Wait for authorization. The system displays “CONNECTING” then “PROCESSING” followed by an approval or denial message.

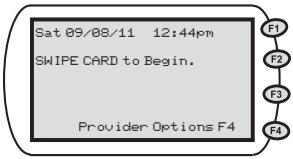
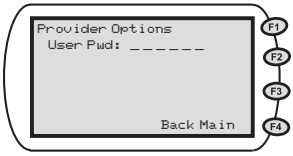
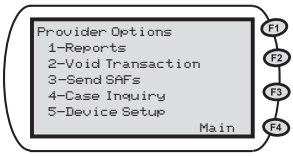
XII. Store and Forward

Due to various reasons, there may be times when your electricity is on but your telephone service is unavailable. When this happens, the parent and/or alternate cardholder can still use the POS device to check children in or out. The device stores the information. When the telephone service is restored, the device sends the information as soon as a dial tone is detected.

When electrical service is restored, the sign-in/sign-out log of the time and date children attended your facility can assist the parents in entering the correct attendance day and time.

When information has been stored, your Daily Receipt report will show SAF STORED. The POS device automatically attempts to dial out and send the SAF. After the telephone service has been restored the transaction will forward automatically. If it does not, please follow the steps listed on page 23 to send all transactions stored on your POS device. Once stored information is sent, the Daily Report shows SAF COMPLETE.

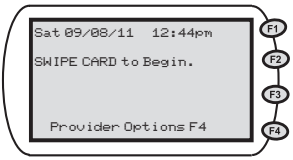
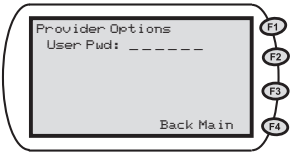
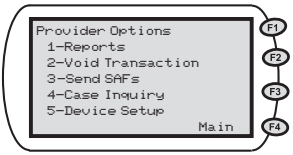
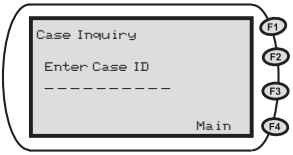
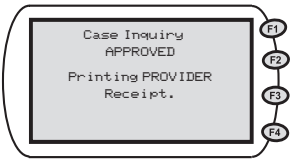
If the POS device has not automatically sent the SAF transactions you may use the following steps to push through all stored transactions. Please note that if you are currently using any form of calling features (such as call waiting) or voice mail on your telephone, the messages must be cleared in order for your POS device to work. The POS device must have a clear dial tone in order to dial out. If the POS device displays SAF's because of this problem, use the steps listed on page 23 to send all transactions stored on your device.

DEVICE SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password** (123456). Press **green enter key**
	Press **3** for Send SAF's.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by a successful or failed message.

A receipt will print for each approved or denied transaction that was stored in the device and forwarded to be processed.

XIII. Case Inquiry

The case inquiry report allows you to view the Authorizations for child(ren) authorized to be in your care. This report will give you the beginning dates of the Authorizations. You will need the case number associated with the child(ren) authorization you want to view.

DEVICE SCREEN	ACTION
	Press **F4.**
	Key in your **6-digit user password** (123456). Press **green enter key.**
	Press **4** for Case Inquiry.
	Key in the 10 digit **Case Number.** Press **green enter key.**
	Wait for authorization. The system displays “CONNECTING” then “PROCESSING” followed by an approval or denial message.
	Press **any key** to return to the provider options screen, then press the **purple Main button** to return to the main screen.

XIV. Supplies

The only supplies you need to purchase for your equipment is replacement paper for the printer. At the time of installation, you are provided with two rolls of paper and with names of reputable suppliers of this paper. You may purchase additional paper at any office supply store. Replacement thermal paper for either the VeriFone Vx 510 or the Verifone VX570 is 2 ¼ inches wide and 85 feet long. The VeriFone devices can use either of the following types of paper.

VeriFone Part # - CRM0039 – High-grade thermal paper 2-1/4 inch (57mm) wide roll
VeriFone Part # - CRM0027 – Medium-grade thermal paper 2-1/4 inch (57mm) wide roll

Providers are reimbursed for the POS paper associated with transactions completed on the POS equipment. Supply reimbursement is sent by ACS on a quarterly basis through a deposit to the providers bank account indicate on the ACH Settlement Form. The amount of reimbursement is based on the number of transactions completed and not on the amount of paper purchased.

It is very important to remember the paper used by the device is heat sensitive paper. The device prints on the paper without using a ribbon.

XV. Commonly Asked Questions

What happens if the parent is not authorized to receive subsidized child care?

- When the card is swiped, the POS device will display one of the messages shown in Section XVI, Denied Messages of this manual. If the parent disagrees with this message, they should contact their local CMA.

What happens if a specific child in a family is not included for subsidized child care?

- After the child number is entered and the ENTER key is pressed, the POS device displays one of the messages shown in the Authorization Status/ Error Messages section of this manual. If the parent disagrees with this message, they should contact their local CMA.

What if the parent's or alternate cardholder's card is lost or stolen?

- If the card is lost or stolen the parent/alternate cardholder should immediately call the ACS Cardholder Call Center at 1-800-960-6629 and ask for a replacement. The parent/alternate cardholder also may contact the CMA for assistance. A replacement card will be mailed to the parent's home address. Replacement cards for the alternate cardholder will also be mailed to the parent's home address.

If the parent does not have their card with them, can they still check a child in or out?

- No, you must wait until the parent/alternate cardholder bring their card and use the PREVIOUS CHECK IN or PREVIOUS CHECK OUT procedures. Instructions for each process appear in the previous sections of this Operations Manual.

If the parent has their card with them but it is damaged and the device cannot read the magnetic stripe on the back, can they still check a child in or out?

- No. If the card is damaged, parent/alternate cardholder should immediately contact the Parent Helpline at 1-800-960-6629 and ask for a replacement card. The parent/alternate cardholder may also contact the CMA for assistance. A replacement card will be mailed to the parent's home address.

How does the POS device work?

- The POS device sends and receives information over phone lines or the internet to the TAS computer network. Once the connection is made, the process takes approximately 20 seconds.

What happens if my telephone line is out of service but I have electricity?

- Parents can still check children in and out. The information is stored in the POS device and will be transmitted when the POS device detects a dial tone. You may also send any stored transactions by using the SAF function previously described.
- All information stored in the POS device because there was no telephone service will remain stored until the electrical service is restored or for a maximum of 90 days.

What happens if I do not have electricity?

- The POS device will not work if you do not have electricity. Parents will need to use the Previous Check In and Previous Check Out transactions to enter the data when electrical service is restored. The sign-in/sign-out log of the time and date children attended your facility can assist the parents in entering the correct attendance day and time.

What happens if I unplug the device? Will I lose any information that I have entered?

- No information will be lost. If you have information that has been stored in the POS device because there was no telephone service, you will have to make sure it is transmitted within 90 days of when the day care was provided.

What happens if my POS device does not work?

- Call the Provider Help Desk at 1-800-316-5450.

What happens if the parent forgets to check a child out?

- If a child is not checked out, the parent will need to perform a Previous Check Out the next time they are present.

How can I get more paper for my device?

- It is your responsibility to purchase the replacement paper. You can purchase the replacement paper for your equipment from any office supply store. See section XIV of this document for the paper specifications.

How do I get paid if a Parent doesn't check in or out for a couple of days and then doesn't return?

- This is a good example of the importance of requiring your parents to check in and out every day. Contact your local CMA to discuss the situation.

Can I keep my Parent's card so they don't forget it?

- No! Possession or use of a Parent's card is strictly prohibited.

For child X, I only got paid for X days but should have gotten paid for Y days.

- Call the Provider Help Desk 1-800-316-5450. The Helpdesk will determine if you will need to call your local CMA.

Exception report is showing unmatched transactions that should have matches.

- Call the Provider Help Desk 1-800-316-5450.

No payment received.

- Call the Provider Help Desk 1-800-316-5450.

What should I do if I am receiving SAF messages on the POS device?

- If information is stored in the POS device because there was no telephone service, you should transmit the information within 90 days of day when the care was provided (see Section XII).

XVI. Denied Messages

DIFF PROVIDER – You are not the provider shown on the DHR child care Authorization. Contact the CMA.

INV AUTH DATE – You are trying to check a child(ren) in before the date DHR has Authorized for subsidized child care. Contact the CMA.

INV PROVIDER – The DHR child care Authorization shows a provider that is not recognized as an approved child care provider. Contact the CMA to see why you are no longer an approved provider.

SWIPE IN FRST - Parents must check in this child before they can check them out. Contact the parent to do a previous check in for the date in question.

NO AUTH – There is not a DHR child care Authorization for this child(ren). Contact the CMA.

NO HOURS – No authorization time remaining for the week. Contact the CMA if you feel this is in error.

XVII. Error Messages

PLEASE TRY AGAIN – There was a mistake made when the information was entered. Re-enter the information.

NOT AVAILABLE – The selection you made is not available. Please enter another selection.

NOT ALLOWED – You are not authorized to do the selected transaction. Please enter another transaction.

OVER 7 DAYS OLD – The 10-day limit for entering transactions has expired. Contact the CMA.

DUPLICATE ENTRY – You have entered the same information twice.

UNREADABLE CARD – The POS device is unable to read the magnetic stripe on the card. The parent/alternate cardholder needs to report the card as damaged to the ACS Cardholder Call Center or the CMA.

TRANS REJECTED – The action you tried to take has been rejected. Check the information you have tried to enter for accuracy.

NO HOST RESPONSE – The POS device could not receive a response from the main computer. Please try again or check to see if your method of communication to TAS is working.

NO SAF TO SETTLE – The system tried to complete a Store and Forward transaction but there was no information to process.

VOID NOT ALLOWED – You tried to void a transaction that you were not allowed to void. Contact the Child Care Provider Help Desk for assistance.

INVALID PASSWORD – You put in an incorrect or invalid password. Check your password and try again.

XVIII. Communication Messages

WAITING FOR LINE – Your phone line is busy or out of service.

DIALING – The POS device is dialing phone to reach the main computer.

LOST COMM W/HOST – the POS device has lost the connection with the main computer and is not receiving a response. You should attempt the transaction again. If the problem persists, contact the Child Care Provider Help Desk.

XIX. POS Device Error Codes

The following are Error Codes that may be received:

005 – GENERAL DECLINE

55 - INVALID PIN

75 - PIN TRIES EXCEEDED

D6 – NOT A CHILD CARE CARD

A4 – CARD NOT ACTIVE

DA – NO AUTH FOR PERSON NUMBER

DO – PROVIDER RECORD NOT FOUND

B4 – PROVIDER DIFFERS FROM AUTH RECORD

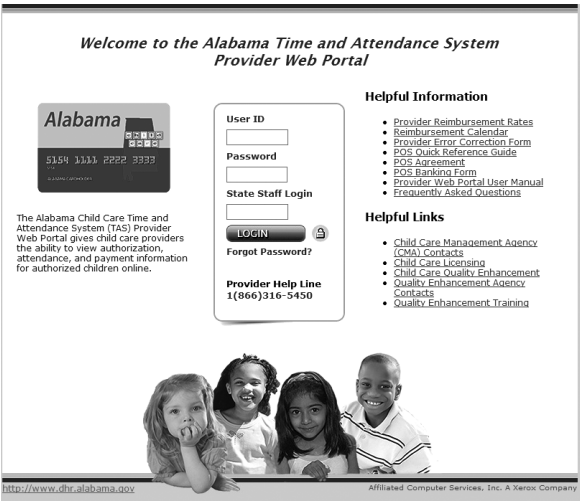
DD – MUST SWIPE IN BEFORE SWIPE OUT

If you have any questions about what to do when these codes are received, contact the Child Care Provider Help Desk.

XX. Provider Web Portal

AL TAS Provider Web Portal Quick Login Guide
The following pages contain a quick login guide designed to allow easy access to the Alabama TAS Provider Web Portal. Users may wish to copy these pages and keep them near their computer for quick reference.

The Provider Web Portal is very easy to use. This web portal allows you to view information about your facility, authorizations, transactions, payments and daily attendance reports. After you log in, you can find a Provider Web Portal User Manual to assist you with using the screens and features in the web portal. You may print out this manual if necessary, or simply view it online.


Welcome to the Alabama Time and Attendance System
Provider Web Portal
Alabama
5154 1111 2222 3333
The Alabama Child Care Time and Attendance System (TAS) Provider Web Portal gives child care providers the ability to view authorization, attendance, and payment information for authorized children online.
User ID
Password
State Staff Login
LOGIN
Forgot Password?
Provider Help Line
1(866)316-5450
Helpful Information
Provider Reimbursement Rates
Reimbursement Calendar
Provider Error Correction Form
POS Quick Reference Guide
POS Agreement
POS Banking Form
Provider Web Portal User Manual
Frequently Asked Questions
Helpful Links
Child Care Management Agency (CMA) Contacts
Child Care Licensing
Child Care Quality Enhancement
Quality Enhancement Agency Contacts
Quality Enhancement Training
http://www.dhr.alabama.gov
Affiliated Computer Services, Inc. A Xerox Company

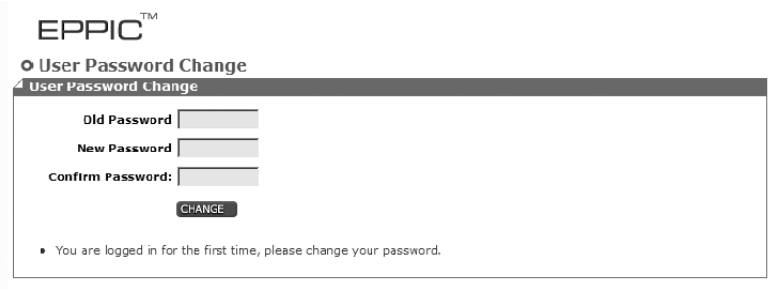
1. To get to the Provider Web Portal, go to **www.alacctas.com.**
2. The first time you login to the TAS Provider Web Portal you will use the following information: The User ID is your 10-digit provider number. The Password is the 5-digit zip code of your facility.

3. When you login for the very first time, you will be prompted to change your password immediately. Follow the steps below to set your initial password.

Passwords must meet these requirements:

- Must be at least eight (8) characters long and no more than ten (10) characters
- Must have at least one (1) lower case alpha
- Must have at least one (1) upper case alpha
- Must have at least one (1) number
- Must have at least one (1) special character
- Password must be changed every 90 days

Password Change on Initial Login



1. Enter your current password in the "Old Password" field. (Since this is your initial login, the "Old Password" is still your 5-digit zip code.)

2. After considering the password requirements above, create a new password and enter it in the "New Password" field. Enter that same password again in the "Confirm Password" field and click on the Change button.

The screen will now look like this:

The next step is to create a security question to help you, in case you forget the password. Follow the steps below.

3. Select a security question from the drop down menu. Enter the answer in the "Security Answer" field and enter that same answer in the "Confirm Security Answer" field. You must enter the answers exactly the same.

Click the "Save" button when finished.

When the security question has been saved, the system will automatically take you to the Provider Profile screen. This is your indication you have logged into the web portal successfully!

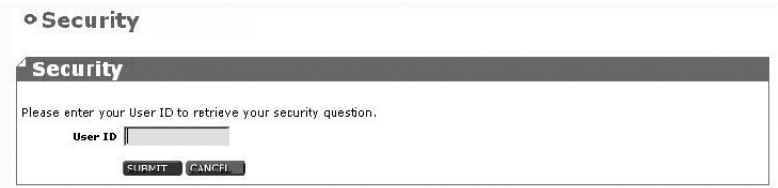
** NOTE: You will be prompted to change your password at the time of your initial login, and then again every 90 days.

Password Change if too many failed login attempts

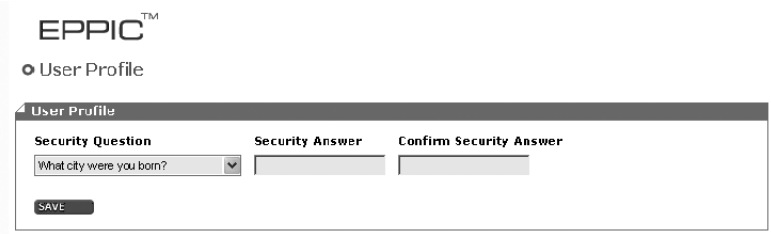
If you attempt three (3) bad login ID's or passwords, you will be locked out. If this happens, you will be able to create a new password as follows:

1. On the main login menu, click on the "Forgot Password" link underneath the blue "Login" button.

2. Enter your 10-digit Provider ID number in the Security Question screen.



3. You will be prompted to enter your Security Answer in the next screen.



4. After the Security Question has been answered correctly, the Change Password Screen will display. Follow the same steps outlined above to change your.

**NOTE: If you have forgotten your UserID or the UserID is not working, contact the Provider Helpline at the phone listed on the main Provider Web portal screen.

Expired Password after 90 days

You will be required to change your password every 90 days as a security measure. The screen below will automatically appear when you login after 90 days without a password change.

1. Following the same password requirements, enter a new password in the "New Password" field.

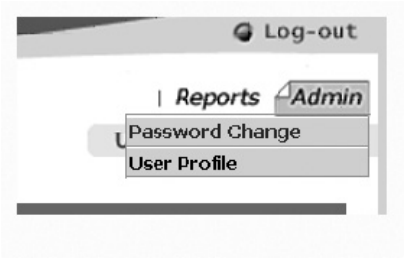
2. Enter the same password in the "Confirm Password" field and click the Change button.

When the password has been saved, the system will automatically take you to the Provider Profile screen. This is your indication you have logged into the web portal successfully!

Manual Password Change

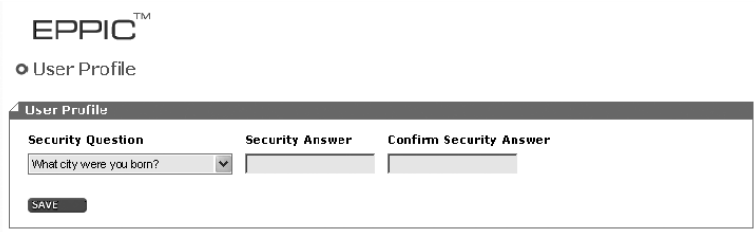
You may also change your password at any time. To change the password manually, follow the steps below.

1. Login to the web portal as normal.
2. Click on the Admin tab at the top of the screen. Then select the "Password Change" submenu.



3. The User Password Change screen will display. Enter the old password. Enter a new password. Then enter the same password again to confirm it. Click the "Change" button.

4. The screen will then prompt you to answer a security question. Follow the same instructions as above. Select a security question from the drop down menu and enter the security answer. Click "Save" to complete the password change.



When the security question has been completely saved, the system will automatically take you to the Provider Profile screen. This is your indication you have logged into the web portal successfully!

Notes

Where to call for POS device troubleshooting:

1-866-316-5450

Alabama

ACS

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